

Complaint Tracking for Relay Texas (06/01/2004-05/31/2005). Total Customer Contacts: 110

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
K6438564	06/06/04	#21	Customer stated that a few minutes ago she had a CA who said that the calling to number (1800955POWER) is invalid. CA was unable to place this call. Apologized to the customer for the inconvenience and had an agent place the call.	06/07/04	Coached CA on the proper technique and if having difficulty to ask for help from a supervisor.
K6442373	06/07/04	#05	Customer said her call dropped in to this agent four times in a row and each time the agent said "hello" and hung up. Customer said call occurred on Friday, 6/4/04 sometime around 2:00 p.m. customer did not want call back. Apologized to customer.	06/09/04	The agent number given is not assigned to any agent.
K6441729	06/15/04	#03	Customer provided the carrier of choice for the long distance number he wanted to call from his place of business. The agent said it could not be done. The customer states other agents process his business calls using the COC with absolutely no difficulty. Apologized. Advised the supervisor would be notified. Follow up requested.	12/21/04	Reviewed proper call processing with agent. She understands. Follow-up was attempted on 7-10-04, 7-12-04, and 7-13-04. Supervisor reached no answer on all 3 tries.
K6442063	06/21/04	#03	Inbound TTY called 800 number, asking for a live Representative for "HP" Computers, CA followed normal procedure, there was no option for a live representative. Caller berated CA and asked for a supervisor. Call was taken over and completed. Apology was given to caller. Caller did not wish further contact.	06/30/04	CA followed proper procedure, supervisor took over call and processed. No further contact necessary.
K6442574	06/28/04	#03	I just had a conversation with office and I asked the agent to explain to the caller how to make a relay call to contact me. The agent refused. I've not had this happen since I started using Relay. No follow up. Apologized for incident and assured agent would be given instructions.	06/29/04	Met with CA, went over steps for explaining relay during relay mode when instructed by TTY. CA now understands correct procedure.

K6482247	07/08/04	#01	TTY customer reports that CA did not process call area code. Relay TX has unrestricted billing and CA should have made the call but CA typed one moment please two times and kept customer on hold for five minutes. TTY customer hung up. Apologized for problem encountered advised complaint would be forwarded to management. Customer did not request contact.	07/08/04	Supervisor assisted on this call. Verified from number area code was not the same as TO number as stated in contact. CA verified this information. CA understands the procedures of this type and the importance of giving correct information and that's why supervisor was called using one moment please to TTY user.
K6484496	07/13/04	#05	Voice asked agent how a TTY party would be able to identify that relay was on line. The agent provided an explanation that the voice party did not understand. The customer commented that the agent had sounded rude and then disconnected. Explained that without an agent number it may be impossible to do a search for the call and determine the identification of the agent so that the matter could be discussed. Apologized for the incident.	08/03/04	Talked to customer. Customer said she was satisfied and pleased with the service since this incident.
K6484711	07/14/04	#05	The agent did not respond to the caller. He told them to use his frequently dialed number to call for transport and asked for ms Scott or Sandra and he did not respond to me and hung up on me. Apologized to the customer and said agent would be coached.	07/14/04	Provided training to the agent.
K6484162	07/18/04	#03	VCO had agent bring up FD list call a number and leave a message at GA if answering machine. Agent asked VCO for number calling, not taking the number from the FD list. Person repeatedly said she didn't want the agent in "trouble" and repeatedly said she was thankful for the service.	07/19/04	Coached CA on FD. Able to demonstrate correct procedure.
K6484581	07/22/04	#09	Customer upset that agent typed background and that the agent did not respond to questions directed to the agent during the relay conversation. Agent followed protocol in attempting to redefine the agent role.	07/30/04	Agent in charge spoke to customer and attempted to explain agent role and relay protocol including agent role, transparency and caller control. Customer continued their objections and disconnected.

K64154657	08/08/04	#29	TTY user unable to dial DA with his PCS phone, but receives "your :LD is temp disconnected" recording.	12/08/04	<p>Apologized for the problem and referred them to PCS and I agreed to enter a TT to the relay techs for testing. Called to PCS rep to see if the DA is offered and they agreed to look into it further. TT1984949</p> <p>Tech Support tested and learned that the problem is not ours. We advised the caller that since he is using an NPA-NXX that is registered in Omaha Nebraska. Therefore, he cannot call relay Indiana and use Directory Assistance. The only way this caller can get to directory assistance is by using the Sprint Relay (national number).</p>
K64125052	08/11/04	#05	Customer needed a voicemail from a professor and agent disconnected call.	08/11/04	Talked to agent about proper voice mail retrieval. Agent remembered call and said inbound disconnect popped up while typing first message.
K64154897	08/20/04	#03	Customer said he asked Relay to dial a LD call. He did not get ringing sequence or anything from agent. After a few minutes agent typed that person hung up. He directed agent to redial but said agent would only respond with "SKSK". Customer wants supervisor to talk to agent about how this was handled.	05/25/05	<p>Apologized and assured customer that the would look into this.</p> <p>Apologized and assured customer that agent would be trained.</p> <p>This agent is no longer employed.</p>
K64124797	08/30/04	#01	When customer gave the agent a number to dial, the agent entered the first three digits wrong and it took him a long time to dial the call out.	08/30/04	This agent number is currently not in use at this time. Therefore, agent follow up is not possible.
K64124954	09/10/04	#21	Customer did not like that the agent would not talk to her during the conversation. She then complained that the agent paced her using the correct phrase and that the agent typed too slow.	08/19/04	Informed CA to continue to follow instructions and proper procedures for call processing.

K64147850	09/16/04	#03	Made 2 calls. Gave CA 3rd number, CA never responded. Then received busy, because CA must have disconnected. Response: Informed caller information would be forwarded to CA's immediate supervisor. No call back requested.	09/17/04	Agent was coached on importance of not disconnecting calls. Also, Agent was advised of consequences of doing so. Agent was reminded to contact a supervisor.
K64146892	09/20/04	#29	VCO cust. cannot dial Long Dist. using TX relay. Daughter states Long Dist. can be dialed from this #, but not thru TX relay.	09/20/04	Several attempts were made to contact the customer but there was no answer. No follow up is possible.
K64147461	09/21/04	#11	VCO CALLER: She gave CA phone number. CA typed, "I did not hear please repeat nbr. GA." VCO repeated nbr. and after delay CA sent macro "Nbr or Calling Pls." VCO REPEATED however agent still did not (over) hear number. Caller stated she felt CA wasn't following procedures so number could be heard. Response: Told caller I would inform CA's supervisor and Supervisor would reinforce proper procedures.	09/23/04	Agent remembers call. VCO USER was very hard to understand & was not waiting long enough for the bridge to connect after the "GA." Told CA to get supervisor with difficult callers so can be documented.
K64147625	09/21/04	#18	Cust. gave instructions to retrieve wireless phone msg. CA dialed number 8 times, no success retrieving msg. CA dialed # 4 times, informed Cust. he reached wrong #, because phone was answered in business greeting. Cust. informed CA she is employee of business, again asked CA to retrieve msg. CA dialed an additional 4 times, then told Cust. passcoded wasn't working. Response: Apologized, told Cust CA's super would be informed & if necessary CA would receive addition voice/mail retrieval training	09/27/04	Response: Apologized, told Cust CA's supervisor would be informed. The CA received addition voice/mail retrieval training
K64146922	09/21/04	#22	Cust. is branded VCO, but he has limited hearing. Cust. states CA was talking to him. To reduce confusion, Cust. wants all CA's to follow procedure. Apologized for this inconvenience, informed caller I would forward this to the supervisor ticket	09/21/04	Trouble Ticket #I002075532 was opened. Technician rebranded and tested line. Programmed line to always do an ANI look up. Tested twice and agent confirmed VCO incoming each time.

K64147057	09/22/04	#22	Cust. reported her # isn't branded for VCO when placing TX relay calls by dialing 711. It is branded VCO when she calls Cust. Svc., but not w/relay agents: She wants this corrected ASAP. CSR: apologized, told Cust. a trouble ticket would be entered and that we are aware of a tech. problem and that for the next few days, she should dial special VCO # for TX relay so calls will be answered VCO.	09/22/04	Entered TT #1002078175. One of the call controllers was not updating the ani.dat file. Its been rebooted and the ani.dat has updated correctly. Branding transmission reset.
K64146619	09/27/04	#04	VCO Cust. stated a couple min. ago at about 12:20 pm, she asked 3087 or 3807 to place a call. She left her msg. on voice ans. machine; but the CA never got back to her. There was no response from the CA. Wanted to know if msg. was left but CA never responded. Lights on machine indicated someone was on line. Eventually she was disconnected.	09/28/04	Apologized for this inconvenience, informed caller I would forward this to the supervisor, thanked him for letting us know. CA does not recall this. She did go over the answering machine procedure w/me and knows what to do.
K64147161	09/30/04	#07	Agent did not type correctly, was not good -- had too many errors, typos.	09/30/04	Assured cust. this would be forwarded to CA's immediate supervisor. Agent agreed to focus on call screen to ensure accurate typing and to report garble problems through trouble ticket reporting.
K64253533	10/06/04	#17	Nature of complaint: Called my son. Agent was typing the wrong message. I was asked to slow and the second time he was sarcastic in the manner he asked me. I asked to speak to a supervisor, and he did not get one. This is very upsetting that I can't even make a decent call to my son. Response to customer: Assured customer it would be forwarded to agent's immediate supervisor. No follow up necessary.	10/10/04	Agent followed phrasing procedures for pacing customer. Agent typed verbatim, included comments directed toward agent. Customer didn't request a supervisor; however, the agent provided ID# when requested. Formal suggestion to agent was to alert a supervisor when dealing with an upset customer.

K64411727	10/31/04	#04	Customer escalated problem to supervisor last night, she wants to be sure the issue is addressed. Supervisor assisted in a call wherein agent was rude and uncooperative. Customer is familiar with Relay and contends agent could have spoken clearer. Customer explained it was not her intention to have a conversation with the agent; she merely wanted agent to repeat when she couldn't hear before she responded. The comment the agent made about knowing the rules better than the customer was totally unacceptable. Apologized. Follow up requested to her email address.	10/31/04	Agent was coached on proper relay procedures and appropriate response to a customer requesting information to be repeated. Customer follow up was made through email by supervisor.
K64223514	10/31/04	#04	Customer's escalated problem was addressed by the supervisor assisting wherein the agent was rude, uncooperative. The agent didn't speak clearly enough, customer is familiar with relay and attempted to explain she didn't intend a cust/agent conversation. She wanted the CA to repeat when she couldn't hear before she responded. CA's comment regarding, "knowing rules better than the customer" was unacceptable. Apologized.	10/31/04	Supv met with Agent on call procedure.
K64224813	11/01/04	#08	"My friends always tell me this agent always is sighing and sounds impatient with my calls." Assured customer agent's immediate supervisor would be informed.	11/05/04	Agent is instructed to refrain from sighing or being impatient with callers. Instructed agent if they have a problem, call the supervisor.
K64224690	11/16/04	#17	Agent used my first name. Agent doesn't know me. She shouldn't use my first name. I don't want her using my name. Apologized to the customer and said agent would be coached. No follow up needed.	12/23/04	Invalid Agent ID. No further action possible.

K64224459	11/17/04	#05	I tried to place a relay call 3 times. I have received the same agent all 3 times. CA hung up all three times. Apologized to the customer and said complaint would be forwarded to the agent's supervisor.	11/26/04	Upon speaking with this agent who did not recall the incident, he assured me he only presses disconnect when callers do not respond. He has gone through disconnect procedures. I reviewed paper VCO caller procedure with him and he understands.
K64224364	11/18/04	#07	This experienced relay call customer is concerned since Agent reportedly repeatedly interrupted every two words saying, "I can only type 2 words at a time." This poor pacing hindered the call with the caller's customer. TRS Rep: Told customer would document this call.	11/22/04	CA attempted pacing technique when appropriate. Clarified he should not use phrase as indicated above. CA was coached on proper pacing technique.
K64224237	11/18/04	#29	Customer states upon relay conversation with her calling friend there was weird noise/static on agent's headset. Thanked customer and apologized for information and assured we would check into the problem.	11/22/04	Upon checking with agent, was told she didn't hear noise/static during calls. Dir. did not receive similar reports. Supervisor monitored agent's calls. Did not hear noise/static. Advised agent to immediately report any headset problems.
K64224183	11/21/04	#03	A TX VCO customer complained that agent dialed directly rather than following instructions to use calling card number. Customer is upset, thinking CA doesn't know how to use a calling card and that cust. should have received immediate credit rather than being transferred to cust. svc.	12/04/04	Supv met with Agent on Call Procedures.
K64223953	11/24/04	#11	Agent didn't know how to process VCO call. Voice caller was angry & wanted a number to Austin to call and complain. No return call requested.	11/24/04	Provided customer with number. Apologized. Assured customer this would be forwarded to supervisor. Gave CA refresher from training class on voiced/VCO.
K64223846	11/28/04	#03	Requested CA to make a call and not say anything. He told my little cousin he needed to speak with an adult. This made my cousin mad and he hung up on me. I told CA to redial, and he did and let it ring 7 times, then hung up on me. Apologized to customer.	11/28/04	Customer did not know agent number; therefore, investigation impossible. No follow-up requested.

K64223710	11/29/04	#05	Customer states she requested this agent to place a local call. Before she finished giving the number, the CA disconnected. RCS response-- Apologized for the problem, assured that a complaint would be sent in so the problem could be further investigated.	11/29/04	Supv met with Agent on call procedures.
K64223654	11/30/04	#03	Customer complained that CA did not follow customer instructions and gave wrong ID number when caller requested ID number. I apologized to caller. Contact requested.	12/06/04	Coached agent in proper call processing. Agent remembered the error and has taken proper steps to correct it.
K64134370	12/06/04	#06	TTY user could not read what the agent was typing. She had a lot of misspellings and told the person they were calling it was not her fault. Informed customer the agent's supervisor would be notified. No follow-up requested.	12/06/04	The agent followed relay protocol remaining transparent, relaying and typing verbatim. A Supervisor observed call in progress, the comments concerning the misspellings were spoken by the Voice party who had mispronounced the TTY user's name and were directed to the TTY user in defense of the agent.
K64128268	12/06/04	#21	I had given the agent all of the information to retrieve voice mail messages and I did not receive a response. I then realized that the agent had hung up on me. no follow-up requested.	12/06/04	This particular agent number belongs to the Sprint Technician that is in our center. He has not used this number in quite some time. Without a valid ID number, this contact will be considered resolved.

K64152356	12/07/04	#03	<p>The agent did not follow my instructions resulting in a waste of my time. I am a VCO user and wanted to leave a message on the first dial. The agent had to call back. Apologized to customer.</p> <p>Supervisor met with CA and remembered the call and stated there was nothing in the customer notes to indicate customer wanted to leave message on first dial. CA did not hear VCO customer state they wanted to leave msg on first dial. CA appeared to understand the importance of reading all customer notes before beginning call.</p>	12/07/04	CA was met with, consumer did not ask for follow up.
K64151370	12/07/04	#08	<p>I have very sensitive hearing and the agent was speaking too loud for me, could you ask the agent not to do that again. Apologized and assured the customer the problem will be looked into.</p>	12/07/04	<p>The agent knows to lower the microphone volume if the conversation dictates. The agent does not recall the voice party conveying that the agent's voice was too loud for the customer during the call.</p>

K64173170	12/08/04	#29	Customer cannot complete LD calls, has COC selected, but gets msg. "Your LD has been disconnected." I apologized for the problem and opened trouble ticket #1002242199. A temporary fix of "ALL OTHERS" was entered so customer could make LD calls. Follow up required.	12/08/04	<p>Spoke with agent and advised them to fill out a trouble ticket on technical issues in the future. Also reminded the agent to get a supervisor if they have any problems on a call.</p> <p>Called the number and left a message on the recording explaining our fix and asked them to call us back if they still are having problems or to discuss the issue further.</p>
K64220295	12/12/04	#17	Customer ended call by saying "Thank you have a lovely evening" and stated agent disconnected without saying anything and felt the agent was "kind of rude". RCS apologized to customer for the inconvenience. No contact requested.	12/12/04	This particular agent no longer works for the company, therefore resolution is not possible.
K64225036	12/13/04	#03	A VCO customer complained this agent dialed the wrong number which made her mad. Apologized to the customer.	12/13/04	Agent does not remember the call. Agent was coached regarding this situation.
K64224761	12/13/04	#04	Came in on TTY, asked agent for VCO several times. Agent did not turn on VCO, typed in again for VCO and agent just typed a lot of X's. Finally to VCO on and asked for a supervisor and never got a response. Assured customer all info would be forwarded to agent's immediate supervisor. no follow up necessary.	11/21/04	Agent no longer with us after complaint was received, unable to speak to agent to resolve complaint.

K64261277	12/15/04	#25	I was on important call and my teletype writer went blank. Did not finish call. What happened? Apologized to customer, assured I would speak to agent.	12/15/04	Agent said caller had not given number to dial but continued to talk to agent as if agent were the person customer was calling. Agent asked for number three times then disconnected. Reminded and coached agent that in the future to call for supervisor assist on occasions like this.
K64281278	12/20/04	#24	VCO customer trying to call cell phone number and the recorded message "this number is not in service at this time" comes on. RCS response Apologized for the problem and tried the call using agent 7160F when the call wouldn't go thru hung up and tried the call using the RCS office phone and the call went through fine. Assured that a trouble ticket would be entered so that the technicians could investigate the problem further. Call back requested TT I00 2264018	12/21/04	Tech Support tested and found no errors or problems. Tech support tried to contact the customer but could not reach him/her.
K64294082	12/27/04	#05	Customer stated that the agent was typing very slowly. When the user inquired as to whether there was a problem or not, the agent disconnected. Apologized to customer and offered further contact. Customer declined further contact.	12/27/04	Spoke with the agent, agent does not remember the call. Coached agent on consequences of disconnecting calls and also procedures of slow typing. The agent was reminded of the proper disconnecting procedures.
K64305035	12/31/04	#26	VCO customer stated that whenever he reaches a certain CA, the only thing that is typed back to him is "msg garbled, please repeat." Customer stated that he had called in multiples times within the night and this CA was the only CA who was giving him that response.	12/31/04	Followed up with the agent on Jan 3rd. Agent could not specifically recall any garbling issue that night. Due to insufficient information no further action taken however agent and the computer will be monitored for any possible reoccurrences.

K64305596	01/01/05	#05	VCO customer stated that the agent disconnected on him. Thanked the customer for letting us know about the situation and said that it will be looked into.	01/01/05	Agent does not remember the call. Agent coached on consequences of improperly disconnecting a call. Reviewed disconnect procedures with the agent.
K64312716	01/04/05	#26	Customer Complaint: Customer called to report that the relay operator could not read his typing at all, kept saying message garbled. Customer was typing very slow and correctly, but she kept saying message garbled please repeat. Customer Service Response: Apologized for the inconvenience and told the customer the report would be sent to the call center supervisor. No follow up requested.	01/04/05	Agent does not remember the call. Coached agent to call a supervisor if having problems on a call.
K64322470	01/07/05	#05	Customer stated the agent dialed a number and it was busy. The customer said do it again and the agent typed SKSK and disconnected the call. Person disconnected before I was able to apologize. No follow-up requested.	01/07/05	Spoke with the agent and they did not remember the call. Reminded agent the consequences of improperly disconnecting customers. Reviewed proper disconnect procedures with the agent and they understood. Will get a supervisor in the future if having any problems.
K64327094	01/10/05	#05	Each time the customer calls in and gets this agent, the agent immediately hangs up on him. Told customer that this would be forwarded to the appropriate supervisor.	01/12/05	Agent understands consequences of disconnecting calls. Agent does not recall a VCO call that did not connect. Reviewed procedure for handling VCO calls that may have lost branding status or do not connect to the relay position.
K64327217	01/10/05	#26	Each time the customer calls in and gets this agent, he says it is garbled. Told customer that this would be forwarded to the appropriate supervisor.	01/10/05	Agent remembers this call and remembers calling a supervisor over to look at her screen. The text on the screen was not garbled in any way. Reminded the agent to continue to call the supervisor over if they have any problems at all.

K64398870	01/24/05	#24	Caller reporting problem of county jail getting constant busy signal when dialing TX Relay. Apologized to caller and opened TTI002327560. Follow up required to insure problem resolution.	01/31/05	Per Account Manager customer data base dialing restriction is activated on facility numbers. Contacted Communication Company informed that dialing restriction is activated by jail officials. Provided contact information for account manager, warden and prison officials. Advised that communication lines will only be opened when prison officials have found satisfactory solution to prevent harassing calls from jail.
K64364882	01/25/05	#24	Customer reported she could not connect when dialing 7-1-1. Apologized and assured customer the problem will be reported. TT 1002329861	01/26/05	Per site technician, issue resolved. Unable to follow up with customer, line disconnected or out of service.
K64380170	02/02/05	#22	Customer Complaint: VCO customer complaining that VCO branding and notes had dropped off as of 2/1/05. She is not able to connect to TX Relay to make them hear her tell the number to dial, even when dialing the special VCO number that is programmed into her device. Branding was in place during call to Customer Service. Customer Service response: Apologized and informed customer trouble ticket entered, #I002346539. No follow up requested.	02/02/05	5/25/2005 - Updated Data and Made test calls back in 2/2005 using the caller's ani. Dropped test calls into the -DVCO gate. The calls were answered correctly. Technical Issue resolved.

K64380040	02/02/05	#29	Customer Complaint: Since noon 2/1/05 VCO customer not able to access voice mail with note instructions to agents. They enter correct access # but keep receiving msg. "information you have entered is incorrect". Her employer tested the lines direct, but found the problem to be with Relay. Customer Service response: Apologized and told her the trouble ticket would be entered, #I002346498.	02/02/05	<p>This caller should call the administrator of her voicemail system. Tech could not access the mailbox through Relay Texas either. He then called the voicemail box directly from my desk phone. He could not access the voice mailbox from my desk phone either. The problem apparently is not with Relay, it's with the mailbox.</p> <p>A follow up was made. Explained that since the customer could not access the voice mail box directly from the desk phone (without going through relay) it wouldn't go through, so the problem is not with the relay service.</p> <p>5/25/2005 - Tried to reach customer with the result, but no answer.</p>
K64384135	02/03/05	#21	Customer gave agent message before dialing out using prepaid calling card. Agent reached recording and typed recording, customer tried to interrupt. Agent told customer recording had disconnected and needed to redial to leave message. Customer is upset because agent should have left message on first out dial. Agent redialed and customer was charged minutes on prepaid card. Customer should have been able to leave message on 2nd out dial free. Customer also upset because lunch was over and was not able to eat because this one simple call took an hour. Apologized and said would forward to supervisor and account manager. Customer wants follow up by phone or email and 2 minutes credit on card.	02/03/05	Reviewed pre-paid calling card procedures with the agent. The supervisor on duty also observed this call taking place. The agent states that the TTY customer was trying to type while a macro was being sent, therefore the agent did not see the test being typed to them. Customer was contacted via phone on 2-14-05 at 4 pm. Customer was satisfied with the resolution with the agent.

K64388834	02/04/05	#05	At approximately 8:09 pm on 2-4-05, the customer states that the agent disconnected the caller. The customer thought maybe that there could have been a technical problem. Thanked the customer for letting us know and that we would forward this to the appropriate supervisor. Customer would like follow-up via letter to the address provided.	02/04/05	The agent was advised to utilize reporting procedures if any technical issues occur. The agent was advised to use the supervisor assist key if experiencing any problems or has to disconnect a customer for any reason. The agent was coached on the consequences of intentionally disconnecting a customer. Follow up with customer completed via letter.
K64399126	02/04/05	#24	TX VCO user unable to get VCO when dialing via dedicated TX VCO number. Caller had been previously branded but problem persists. Apologized for problem, test called with no success. Let caller know I would submit a trouble ticket. Referred to the equipment program for possible issues with machine. TT#2354524. Customer does want contact with resolution.	06/02/05	Sprint local made changes to the DMS 100 pretranslation tables to strip the first 3 digits on all calls. These calls should now be handled correctly.
K64386974	02/04/05	#34	Customer is a local and Id customer, but their toll free number to their payment center cannot be reached through Relay. Trouble ticket I002353804 has been opened for the Austin tech. Explained a trouble ticket would be opened. Follow up requested.	02/04/05	agent coaching is not required for this concern. LEC changed the COC trunk group that this call travels over. I had them reverse the changes and the call completes ok.
K64395027	02/07/05	#08	This agent was rude because they kept asking me to repeat and said, "Is that a Go Ahead" in a sarcastic tone of voice. Thanked customer for letting us know about this and told them that we would forward this to the appropriate supervisor. No follow-up requested.	02/07/05	We do not currently have a CA assigned to the ID number given.

K64392184	02/07/05	#21	Customer called to complain that agent didn't pay attention during his calls. She was redialing and the customer saw her pause so he started to type "Okay, let's try a different number," but she kept typing. She said she didn't see him typing. On another call, he realized he'd given her the wrong number and asked her to stop but she kept ringing. Apologized to customer for service. Requests supervisor follow-up.	02/07/05	A Team Leader witnessed this call being placed because the agent called for supervisor assistance. The customer was trying to type while the agent was sending a macro and prevented the agent from seeing the TTY customer's text. The agent was reminded of the importance to following customer's instructions. Called the customer at the number provided at 2 pm on 2-14-05. The customer was satisfied with the resolution.
K64391726	02/07/05	#22	This Texas VCO customer has lost her VCO branding. Customer states that she is calling the designated VCO number 877 826 1789 and is still not getting a VCO Operator. I rebranded her telephone number and told her to type to the operator if they still could not hear her. I also told her I would turn in a trouble ticket because she is having trouble with many agents at the same Relay Center. Customer did not request a follow up.	02/07/05	Closed contact per request from AM. There was a known branding problem during this timeframe. Customer did not request follow-up contact.
K64406623	02/11/05	#17	CA left a message on my ans mach which I did not appreciate. The message read: "Ok This is Relay TX Agent with a caller. He is deaf and he can speak. He was trying to find out about a job you listed in the newspaper. He wanted to know the rate of pay was and you so rudely hung up on him." Thanked customer for letting us know about this and that we would speak to the agent immediately regarding this issue. No follow-up requested.	02/11/05	The agent was coached on proper ans mach procedures as well as the importance of not getting involved in a call. The agent was placed on a level of corrective action for breaking transparency when leaving the message on the voice answering machine.
K64410074	02/14/05	#05	Customer states this agent took over the call which had been holding for quite sometime and scarcely a minute after this agent took the call the call was disconnected. Apologized to the customer. No follow-up requested.	02/14/05	Agent does not remember this call. The agent was reminded of the seriousness of disconnecting customers. The agent was also reminded of the consequences of disconnecting customers without using the proper procedures set forth by Sprint.

K64419070	02/17/05	#05	Agent was requested to continue to dial the number until he got through but the agent disconnected. Thanked customer for letting us know and that we would forward this to the appropriate supervisor. No follow-up requested.	02/17/05	Reviewed proper call processing with the agent. Agent remembers a particular call having problems connecting to the outbound but remembers the inbound TTY caller hanging up first. The agent is aware of the consequences of purposely hanging up on customers.
K64425935	02/21/05	#03	Customer requested the agent to call the pharmacy and leave a message with the prescription refill # and phone #. The agent typed the recording asking the TTY what to press. Thanked the customer for the feedback and we would speak to the agent regarding this matter. No follow-up necessary.	02/21/05	Reviewed proper call processing with the agent and the importance of following customer instructions. The agent indicated that the customer was not clear on instructions so the agent was unaware that the customer wanted a refill. Informed the agent that if a customers instructions are unclear, we can ask for clarification prior to outdial.
K64424899	02/21/05	#21	Customer complained that an agent provided her with a wrong relay number, as a result the customer was unable to place a relay call. Customer was unable to identify a specific ID number.	02/21/05	Apologized for the inconvenience and gave correct relay numbers.
K64429153	02/22/05	#02	Agent did not follow customer notes. Apologized for the inconvenience and assured customer a review will take place with the agent.	02/23/05	Discussed the importance of following customer notes with the agent.
K64431993	02/24/05	#24	Voice user called regarding VCO user saying that they cannot dial to the VCO line, 1 877 826 1789. Caller states the TX technician had this working last Friday, 2/11/05 and it has been working fine until today, 2/19/05, and they are now getting 3 rings then static then 3 rings. Apologized to the customer and advised that they try 711 and see if they can get through on that. TT I002384447 Follow-up requested.	02/24/05	This issue is no longer happening to this caller. AM contacted customer and she said everything is working fine.

K64444246	02/28/05	#20	A prison S2S customer trying to place a call was told by this supervisor that he "did not have a speech impediment" and the supervisor would not place his call. Customer states this has been happening in the evening when he tries to make calls for the past 3 weeks. RCS apologized to the customer and ensured this matter would be corrected and in the process prevented from happening again. No follow up requested.	03/01/05	It was determined by supervisor that this customer is not speech disabled and is not placing a call to a speech disabled person. Calls are disconnected per Sprint procedures on abusive calls from prisons. Supervisor followed correct procedures.
K64440354	02/28/05	#25	Customer Complaint: Speech to Speech caller reported that operator hung up on him. No further information. Customer Service Response: Report taken by relief agent in Customer Service department. No follow up requested.	03/17/05	Delay in resolution due to agent schedule. Met with agent who reports that he did not work on date in mention but is aware to follow all center policies.
K64447851	03/02/05	#02	A Texas tty customer called in to say that agent did not follow customer notes saying do not use the holding macro and agent used the macro. Apologized to customer.	03/02/05	The agent was coached to observe notes and follow instructions.
K64447792	03/02/05	#03	Texas S2S caller, complained her FD #'s were not available. RCS was speaking directly to S2S, in middle of call S2S operator suddenly participated in call but RCS could hardly hear agent's voice. Prior to this RCS unaware that caller was utilizing S2S service as agent was not participating on the call. apologize explaining that the system information may not have been available to the agent at time of request. Customer thanked RCS for assisting and no contact requested.	03/02/05	Customer service apologized to the customer. The system information may not have been available to the agent at time of request. Customer thanked RCS for assisting and no contact requested.

K64446044	03/02/05	#24	TTY customer experiencing disconnects on incoming and outgoing calls via Relay TX at work place TTY to TTY direct calls are not a problem only via Relay TT. I002405818 (apologized for problem encountered advised TT. and complaint would be filed) Customer requests contact when TT. is closed by Relay Tech	03/02/05	This problem is also happening outside of Relay. Sprint Technician made test calls to customer directly, without using Relay and the calls were also disconnected in mid sentence. Tech contacted the person responsible for the telephone system at this air force base and requested them to take a look at this caller's phone line. Technician also gave them the call back number. Tech asked the Air Force Base to follow up with customer.
K64454065	03/05/05	#05	TTY customer said agent disconnected the call when the customer asked for Spanish agent. The customer was very upset about this. We apologized and thanked the customer for letting us know. I also assured the customer everything was documented and will be sent to the supv.	03/18/05	The agent does not remember this call. In fact, this agent was a Spanish speaking agent. The agent was reminded of the proper disconnect procedures provided by Sprint. The agent was also reminded of the consequences of not following those procedures.
K64453882	03/05/05	#09	TX TTY customer called in and said he was shocked when he dialed the number. Customer said he was calling a music store but what the agent typed was obscene language and was wondering if the person that answered the phone said that or did the agent say that? I apologized to the customer and the customer would like follow up.	03/05/05	Spoke to the agent about this call and she remembers the call because it was so unusual the way the voice person (who answered as a business) was saying such obscene language after the agent announced relay. The agent remembers having to redial several times and the voice person said the same obscene language each time after the announcement of relay. The agent was told to get a supervisor next time so that we may verify the situation. The agent understands the consequences of not relaying a call verbatim as well. The customer was sent an e-mail first on 3-11-05 which as returned undeliverable and resent on 3-14-05.

K64456941	03/07/05	#04	The agent did not send a holding macro after the 1st time the TTY user called a number that had a "pls hold" recording. Caller was on hold for 17 minutes and repeatedly typed "are you there?" The agent never responded. The caller finally just hung up. Thanked the customer for letting us know of the issue and notified them that we would forward this to the appropriate supervisor. No follow-up requested.	03/07/05	Forwarded to agent supervisor for coaching and follow up. Agent was reviewed on call procedure.
K64457225	03/07/05	#05	This agent was hanging up on me. Thanked customer and notified them that the appropriate supervisor would be notified. Customer would like a call back from the supervisor.	03/07/05	The agent ID has not been assigned at this time. Unable to follow up on this matter. On the 9th of March I attempted to contact customer for a follow up contact per her request. The phone rang several time and there was a click however nobody was speaking nor answer machine picked up. Attempted two more time. I attempted to contact Ms Owens again and left her a message regarding her complaint and provided her a callback number. Since there was a click at the beginning and also a click before the line was disconnect. Based on this information I assumed it may be an answer machine so the message was left.
K64457047	03/07/05	#05	This agent was hanging up on me. Thanked customer and notified them that the appropriate supervisor would be notified.	03/07/05	Met with CA. CA does not remember call. CA demonstrated knowledge of importance of not hanging up on customers. CA felt was maybe a technical issue of a call dropping out while in progress.
K64474361	03/11/05	#01	TTY customer from Texas called in saying the agent was slow to dial out and when it came to redial agent was slower & more killing the time and not responsive very well. I apologized to the customer. Customer would like follow up via their email.	03/11/05	Agent does not remember this call. Coached agent on the importance of focusing on the calls. Reminded the agent that if they are not able to outdial in the first 5 seconds after the "GA", they are able to type (ONE MOMENT PLS) to keep the customer informed. The agent understands. Customer was sent an e-mail on 3-22-05.

K64476152	03/13/05	#03	CA announced relay when customer asked them not to. CA apologized. Int/TTY asked CA to pay closer attention and CA hung up. Apologized to customer and told them the information would be passed on to appropriate supervisor.	03/13/05	Agent remembers the call because she remembers making this mistake. Reviewed the importance of following customer instructions when given as well as the proper disconnect procedures. The agent understood.
K64478658	03/14/05	#24	Voice customer trying to get through relay to her mother, is unable to place call, receiving recording, all circuits are busy at the relay number 1-800-735-2988. Apologized, TT I002429501. Follow-up requested.	03/14/05	The translations got messed up on all of Texas toll free numbers. They have been fixed and calls are completing with no problems. AM contacted assistive living facility to follow up. No problems reported at this time.
K64481815	03/15/05	#01	Customer states he typed the number to dial and waited 30 seconds. He explains agent didn't pay attention to his request, so he hung up. Apologized. Follow up requested.	03/15/05	Reviewed proper call procedures with the agent and reminded the agent to send (ONE MOMENT PLS) if the outdial is not completed within 5 seconds. The agent understood the need to stay focused on calls. An e-mail was sent to the customer on 3-21-05.
K64487855	03/17/05	#00	There was no response from the CA when customer asked CA to make another call. Customer was ignored, when they asked the CA what was going on there was no response .	03/17/05	The agent recalls having a technical issue about this time where a customer was unable to read messages typed by the agent. The agent alerted a supervisor before the disconnect. No other technical issues were experienced at the workstation.
K64517144	03/24/05	#03	Agent did not follow customer's instructions to hang up. Apologized and explained to customer that the instruction message was received as simultaneously as the agent typed. The agent stopped their typing but the customer's message was garbled. Explained these as the reason for the repeat request and why the agent did not follow the instruction immediately.	03/30/05	Apologized. Agent followed procedure by stopping their typing and transmitting the message that explained the message was garbled and asking for the repeat.
K64516389	03/29/05	#24	Caller having problem making call through TX Relay. When relay operator dials number it is always a fast busy indicating all circuits busy. C.S. Response: Apologized for the problem and opened TT I002461391. Follow up is required for problem resolution.	05/31/05	At that time had an intermittent technical problem that has since been resolved.

K64515722	03/29/05	#24	A TX Voice caller is having problems getting a long distance call through relay. She gets a fast busy when she dials through the relay operator but states that she can dial the number directly and the call goes through. The caller is calling from 806-359-6246 and is calling to 812-238-8489. The caller does not wish a call back. A trouble ticket was submitted for this problem. The trouble ticket number is IOO2461233.	03/29/05	Problem was fixed by Tech Dept... It was some network problem outside our center.
K64518383	03/30/05	#03	A Texas TTY user called to complain that agent was back-spacing while caller was typing the number to dial therefore erasing the number he was dialing. Then customer asked for Sprint Customer service and when agent questioned Sprint customer service or relay customer service and asked for number of long distance customer service this upset caller also. I apologized for the misunderstanding.	03/30/05	Agent does not recall any action that would cause backspacing. This may have been technical. Agent did ask for clarification regarding the request for Sprint Customer Service. Agent wanted to ensure that the customer was given the correct information. Asking for clarification is an acceptable procedure.
K64531266	04/06/05	#00	International nbr. given to CA 3 times. After no response from CA, the nbr was given to CA 3 more times. The response the VCO user received from CA was a question asked, "Hi"? Asked CA to type back the international ph. nbr to confirm the correct nbr but did not receive the response. I thanked the customer for letting me know and assured her the CA would be met with.	04/04/05	Coached CA on the proper handling of VCO calls and international calls so call can be processed as soon as possible. CA had trouble understanding VCO user and caller had to hang up by the time supervisor arrived at the workstation.
K64541977	04/11/05	#03	Agent is not complying with my instructions, to let the phone ring 3 times and only 3 times. She let the phone ring 5 or 6 times and let the answering machine pick up. I didn't ask her to let the phone ring more than 3 times. Apologized. No follow-up required.	04/11/05	Coached agent on the importance of following customer instructions. The agent understands. The agent was also reminded to get a supervisor if they encounter problems with a customer or if they have trouble understanding customer instructions.

K64547827	04/13/05	#21	TX VCO user complains relay is getting worse, too much garbling, agents are bad, and having problems with equipment. No one ever calls her back about her concerns. I apologized for the problem, referring her to the equipment program for TX, the manufacturer of her machine, and test called successfully to her #. Customer refused Acct Mgr contact, and further explained she doesn't have time to call for equipment. No contact	04/13/05	Agent apologized for the problem, referring her to the equipment program for TX, the manufacturer of her machine, and test called successfully to her #.
K64646712	04/20/05	#17	Customer reported the agent as being rude and as having used a loud voice. Apologized, assured action in form of follow up with agent and thanked customer for taking time to report concerns.	04/25/05	Agent was coached on detachment and to call for supervisor assistance. Appropriate follow up action was taken with agent to ensure quality of service.
K64651669	04/26/05	#17	A S2S caller complained that agent was not very helpful and rude. The caller explained to agent that she is quadriplegic and could not press options when placing a call and agent refused to press options for her. Apologized for the problem. Customer did not request call back	04/26/05	I met with CA and she explained that she did try to enter the options for the customer but was having difficulty switching from the S2S bridge to the outbound line to enter the options. I explained to her how the call should be processed. The CA now understands what her error was and how the procedure should work.
K64648982	04/26/05	#24	Customer cannot make LD calls to two family members. Problem began recently. CS Response: Apologized for the problem and opened TT I002516098. Follow up required to assure problem resolution.	04/26/05	The tech dept investigated this problem and learned that the problem lies with the LEC. Tech support has tried to reach the customer on 4/27/05 with no luck. We made several attempts to reach the customer but left a msg at their answering machine.
K64658029	04/29/05	#18	Customer wanted the agent to process an Answering Machine Retrieval but the agent kept messing up. Thanked customer for letting us know and informed them that we would forward this to the appropriate supervisor. No follow-up required.	04/29/05	Agent is familiar with answering machine retrieval process, but did misunderstand instructions typed at the time of the call. Agent apologized for misunderstanding and supervisor offered customer support.

K64658159	04/29/05	#34	Customer unable to dial parents number agent typed recording "number does not accept blocked calls" but parents do not have privacy manager feature and customer has not blocked their number problem experienced for past week (apologized for problem advised complaint and trouble ticket would be entered all CDB info correctly entered regarding Caller ID and COC for this customer) TT I002524966 Customer requests contact	06/01/05	The outbound party had privacy feature turned on. Tech contacted the parents and had the parents turn off the privacy feature. They can now receive calls. Parents confirmed.
K64665953	05/02/05	#26	Customer has ongoing problem with garbling. In February of 2005, the Relay tech went through the customer's tty settings and made sure she had the turbo code feature set to off. The tech also cycled through the customer's baud type and speed. The garbling quit for a while, but it's back. Apologized. TT I002529749 was opened. Follow up requested.	05/02/05	Called this customer with resolution to try and find out how her tty was set up and to -explain how to configure the tty to reduce garbling. The customer stated that she could not find her tty because her mom had put it up. Asked the customer if she had the manual to the tty. The customer stated that she did have the manual. Encouraged the customer to read through the manual, which states how to set up the tty. Explained to the customer -that every time the tty is turned off the settings reset and that she would need to configure the tty each time before calling into relay. The reconfiguration of the tty only takes a few seconds. To reduce the probability of garbling explained.
K641258551	05/04/05	#03	Customer states that when using turbo code he has the interrupt feature available and has the ability to interrupt on his calls and this agent ignored when he tried to use the interrupt key signal to interrupt the call. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back required	05/09/05	Reviewed call processing procedures for turbo code and the interrupt function that is available for the TTY users. Agent is more of aware of this procedure and will follow customer instructions more closely in the future. Agent will also get a supervisor in the future if they are having any problems.

K641256876	05/04/05	#21	A TX TTY customer called to say that when he hit the interrupt key the agent ignored it and kept on typing. RCS: Apologized for the handling of the call. No contact requested.	05/04/05	Spoke to agent about the importance of following the customer's instructions. I also spoke to the agent about the use of the interrupt feature. The agent now understands the process. They will get a supervisor if they have problems in the future.
K641275972	05/11/05	#11	Agent did not wait for VCO person to say GA. Just started typing and as a result VCO did not get info needed. VCO asked for supervisor and agent hung up.	05/11/05	Spoke with agent and she has only had a customer ask for a supervisor twice. Neither of these times were related to this call. Reminded agent of procedures. Called the customer and informed her of the situation and let her know the agent had been spoken with. The customer thanked me for following up on this issue. I asked the customer if there was anything else I could assist her with and she said no. I also apologized and assured the customer this is not our practice and apologized for this situation. The customer was satisfied and had no further issues.
K641277928	05/13/05	#05	Customer stated that starting at 1246a she called in 4 times to relay to ask for a supervisor and every time she called, the same CA disconnected her. She also said that she called in using VCO and requested to be switched to the voice line, which did not happen either. She would like to be called back ASAP by Friday morning. Apologized to the customer. Assured her that this will be looked into.	05/13/05	Apologized for problem having her calls processed. After speaking with agent, it appears to be a technical problem experienced at the position that evening. Explained to customer and she was satisfied.

K641278614	05/13/05	#20	Customer Complaint: STS customer reports he has had this same problem for about 6 weeks and has reported twice before. He cannot memorize the CA # so is not sure that this number is correct, but the CA works the midnight shift STS and is male. "He won't let him open his mouth, when he says the # from 1 to 10". When the customer pauses, he says, "I will give you 2 min. then I will hang up." He refused to give his ID #, so customer called back on purpose to get it and he never would announce it--he knew who was calling. Customer will write to the newspaper if something isn't done. Doesn't want to deal with this CA ever again.	05/13/05	We do not handle STS in our center therefore we are unable to resolve this complaint. Customer was emailed with this information.
K641921018	05/14/05	#02	VCO user complained that Agent 8011 kept asking her for a nbr to dial when she told them that it was a frequently dialed number. She kept repeating the name to the Agent with instructions for if a ans mach was reached and he just kept asking her for the nbr. She said she did not want to get him in trouble. He was not rude or anything it just seemed he did not understand frequently dialed number procedures. Customer even has customer notes indicating that she has a Frequently dialed list and uses it often. She said she has problems with 2 previous agents begging with 80 something but agent 8011 was the last one she tried to use the procedure with.	05/14/05	Thanked customer for letting us know and advised the agent would be meet with to verify proper procedures for when frequently dialed numbers are requested. Please follow up with this agent regarding frequently dialed procedures and how to process them. The agent was met.
K641925937	05/16/05	#21	The agent said she could not relay the call. I asked her why and she would not say. Apologized to the customer and thanked them for taking the time to let us know.	05/16/05	Agent said that she did relay the call. Agent said that the voice person directed questions to her which she typed. She informed the customer that the Agent is not able to become involved in the conversation and also told her that everything heard is typed. After giving this information both parties hung up. Appears the Agent followed correct procedure.

K641924463	05/16/05	#21	When caller finished talking and may have hung up. Agent did not come back on the line. Caller was upset waiting for the agent to come on the line. What was said to the customer: Agent may have been waiting for call disconnect confirmation but should have informed the relay user of the situation. Please follow up customer by phone.	05/27/05	Reviewed proper call processing w/agent. Agent noted she did not work 5/16. Agent will continue to follow proper call processing guidelines. Called for f/u with customer on 5-17 353pm: thanked her for sharing concern w/us and that agent had been coached.
K645613189	05/28/05	#03	TX TTY customer called in to say the agent made his day lousy. Customer said he asked agent to dial that number and press option 1 and ask for someone, no I got something else. I apologized for the inconvenience. The customer would like a follow up with an email.	06/01/05	CA called the number which was a bank and it was closed. When I typed the EXT (option) got a recording that said bank was closed. Kept hitting option 1 and got same information. Attempted to f/u with e mail address given but e mail returned with error msg of not a good address.
K645667582	05/30/05	#03	Operator refused to let another agent take over the call when customer asked for a new agent. Agents conduct and tone were not acceptable. When a supervisor came on the line, the agent did not mute the microphone and made rude comments about customer to supervisor. Apologized to customer, informed that complaint would be forwarded to the correct center. Customer wants follow up at number provided.	05/30/05	Agent was pulled and complaint was discussed. Agent does not remember getting any calls that requested a supervisor. Agent was not working on day complaint was filed or the day prior. Agent is a female and the gender on the complaint is for a male. Reviewed call etiquette with agent. Agent was instructed to always get a supervisor when asked and to remain transparent at all times during calls. Discussed never being rude to a customer at any time.
K645668850	05/31/05	#17	Agent was rude, not helpful, smart-aleck, bad tone of voice, and made the call more difficult that had to be.	06/01/05	Spoke to agent and agent did get assistance as soon as the call was disconnected. This was verified with the supervisor/admin. User would not abide by Relay procedures. Advised agent to continue to seek assistance with difficult callers.